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		Application Number	09/981,317
		Filing Date	October 16, 2001
		First Named Inventor	Sam Wen
		Group Art Unit	2151
Sheet 2 of 2	Examiner Name	Unassigned	
	Attorney Docket Number	INVE25US	

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ABH	A6	P. WAYNER, Novera Composes Epic for Java, Byte, McGraw-Hill, Inc., 07-01-1997, XP002080613, Vol 22, No. 7	
ABH	A7	AliveChat, Custom Web-Based Call Centers, E-CRM GUIDE online, XP002215560, URL: <a href="http://products.ecommerce-guide.com/e-business/customer_relationship_management/965345691.html">http://products.ecommerce-guide.com/e-business/customer_relationship_management/965345691.html</a> , 08-10-2000, Page 1	
ABH	A8	Alivechate Pro, WEBSITEALIVE online, XP002215561, URL: <a href="http://web.archive.org/web/20000819080832/http://www.websitealive.com/pro.htm">http://web.archive.org/web/20000819080832/http://www.websitealive.com/pro.htm</a> , 08-19-2000	

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